



Wholesale Stock Returns Policy

Current 2022

We stand by our products at Earth Greetings, and we are confident you and your customers will love them too. If for any reason you wish to return unsold stock for exchange or credit, you may do so by abiding to the terms and conditions of our Stock Returns Policy below.

Please email our Orders Team at orders@earthgreetings.com.au or phone us on 08 8277 2001 prior to sending returns, listing items you wish to return and the invoice number(s) relating to the return, so we can best assist you when they arrive.

Conditions of Return

Wholesale customers may return unsold items in a re-saleable condition (not damaged or price marked) up to 3 months after the date of invoice for the goods, for an exchange for other items or credit toward your next order.

Preparing Items for Return

Items must be returned in their original condition to quality for a refund or credit. We cannot refund you for items which are damaged, dirty, unpackaged or price marked prior to transit. Please carefully repackage items and photograph them prior to return to us, so they are able to be resold in their original condition.

Return Freight

Customers are responsible for the freight cost to return unsold items to our warehouse for return or credit.

Address to return items:

4/22 Bennet Ave Melrose Park SA 5039 AUSTRALIA

Faulty or Damaged Items

If you believe an item you have received is faulty or damaged, please notify us within 48 hours upon receipt of the goods to allow us to resolve the matter quickly, quoting your invoice number, photos and as many details as possible. We will happily rectify any issues with your order that occurred on our end, including items supplied faulty, damaged or incorrectly.

Discontinued, reduced or damaged items

Earth Greetings reserves the right to charge up to a 50% restocking fee to cover our costs for returned items that have since been discontinued, price reduced, damaged in-store or dispatched to you more than 3 months prior to the return date. The fee will be calculated as a fair percentage of the refund given, and will depend on the condition and resale value of returned items.